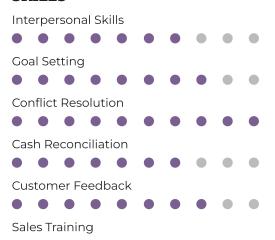


JACKSON TURNER

Associate Teller Supervisor

- (123) 456 7899
- Los Angeles
- www.qwikresume.com

SKILLS



INTERESTS

Birdwatching

Traveling

Sports Coaching T Knitting

STRENGTHS









LANGUAGES





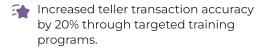


English

Japanese

Dutch

ACHIEVEMENTS



Achieved a 15% improvement in customer satisfaction scores within one year.

PROFESSIONAL SUMMARY

Dedicated banking professional with 5 years of experience in teller supervision, focused on fostering team development and optimizing branch operations. Proven expertise in enhancing customer satisfaction through effective leadership, process improvement, and compliance adherence. Enthusiastic about creating a cohesive work environment that elevates service quality and drives performance.

WORK EXPERIENCE

Associate Teller Supervisor

Mar/2022-Ongoing

耳 Denver, CO

WidgetWorks Inc.

- 1. Oversee daily operations of a retail bank branch, ensuring all activities align with corporate policies and standards.
- 2. Coach and develop teller staff by creating and implementing actionable development plans.
- 3. Conduct confidential customer transactions while ensuring compliance with regulatory audit requirements.
- 4. Maintain a positive branch environment by effectively managing staff schedules and branch appearance standards.
- 5. Address customer concerns and conflicts, providing solutions for checking, savings, and lending products.
- 6. Analyze customer lifestyles to recommend suitable bank products and services.
- 7. Facilitate documentation for asset verification and assist customers in budget setup.

Teller Supervisor

Mar/2020-Mar/2022

Crescent Moon Design

₮ Portland, OR

- 1. Lead a team of tellers, overseeing all aspects of transaction processing and vault operations.
- 2. Supervise the handling of deposits, withdrawals, and various financial transactions with a focus on accuracy.
- 3. Train staff in needs profiling to enhance customer relationships and promote services effectively.
- 4. Manage cash counting and reconciliation, ensuring compliance with internal controls and procedures.
- 5. Order branch funds and provide ongoing training to new and existing tellers to maintain high service standards.
- 6. Investigate and resolve discrepancies in cash drawers and transactions promptly.

EDUCATION

Bachelor of Science in Finance

Mar/2018-Mar/2020

University of Arizona

耳 Seattle, WA

Focused on financial management, banking operations, and customer service strategies.